

**RECEIVED
CENTRAL FAX CENTER**

MAR 01 2004

Practitioner's Docket No. 1176

OFFICIAL**PATENT****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Nelson
Application No.: 09/317,103
Filed: 05/21/1999

Group No.: 2642
Examiner: Agdeppa, H.

For: SYSTEM AND METHOD FOR CONTROLLING A CALL PROCESSING SYSTEM

Mailstop: RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

SUBMISSION FOR RCE**Introductory Comments**

The Examiner issued a final Office action dated January 2, 2004. Prosecution is thus closed on this Application. The Applicants request continued examination under 37 CFR § 1.114 by filing this submission and fee under 37 CFR § 1.17(e). In accordance with this submission, please enter the following amendments and consider the following remarks.